

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
POSITION DUTY STATEMENT**

CLASSIFICATION TITLE Associate Personnel Analyst	DIVISION/OFFICE/BRANCH Human Resources Office of Reasonable Accommodation/FMLA	
WORKING TITLE Reasonable Accommodation & FMLA (RA/FMLA) Coordinator	POSITION NUMBER	EFFECTIVE DATE

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT: Under the general direction of the Chief, Office of Statewide Liaison Services, Reasonable Accommodation/FMLA, and Immigration Services programs, a Staff Services Manager II in the Division of Human Resources (DHR), the incumbent works as the Reasonable Accommodation/FMLA (RA/FMLA) Coordinator for Headquarters, and serves as the representative for the Department on reasonable accommodation issues. The RA/FMLA Coordinator provides technical guidance to managers and supervisors on the reasonable accommodation and FMLA processes, and conducts training statewide. The RA/FMLA Coordinator demonstrates a positive attitude, a commitment to providing quality service that is accurate, timely and exceeds our customers' expectations, and maintains complete confidentiality.

TYPICAL DUTIES

Essential Tasks

35% The RA/FMLA Coordinator independently advises managers and supervisors on the reasonable accommodation and FMLA processes, provides technical guidance and assistance, and answers general questions so that issues are resolved within the timeframes set forth by law. Independently reviews, analyzes, and recommends best course of action in the application of the Department's policies on reasonable accommodation and FMLA, and ensures that Department policies are consistent with the laws, rules, statutes and regulations, including specific case law, set forth by the State Personnel Board (SPB), Department of Fair Employment and Housing (DFEH), and the Equal Employment Opportunity Commission (EEOC). The RA/FMLA Coordinator is responsible for making sure that the Department's policies are consistent with any changes to rules, regulations, or laws, and ensures that the Department's Reasonable Accommodation Guide is updated regularly to reflect current changes. The RA/FMLA Coordinator acts as a resource and provides general direction to the District Reasonable Accommodation Liaisons on the Department's reasonable accommodation and FMLA processes. As needed, the RA/FMLA Coordinator works closely with the Classification and Pay Unit, District Reasonable Accommodation Liaisons and/or District Safety Officers, and managers/supervisors on non-industrial reasonable accommodation requests requiring permanent placement to different positions.

- 25% The RA/FMLA Coordinator independently develops and conducts training on Reasonable Accommodation and FMLA for District supervisors and managers. The training will be conducted regularly and routinely for Headquarters managers and supervisors regarding personnel procedures and supervisory responsibilities related to the RA and FMLA processes. In addition, training will also be provided to any district office that requests on-site training in these areas, and the RA/FMLA Coordinator will regularly participate in the Supervisory Training Program (STP) throughout the state to ensure that newly appointed supervisors are trained on their roles and responsibilities in regard to the RA and FMLA processes. The RA/FMLA Coordinator is also expected to conduct at least quarterly training and/or information sharing with the District Reasonable Accommodation Liaisons and/or District Safety Officers to ensure that the RA and FMLA processes are consistently applied throughout the state.
- 25% The RA/FMLA Coordinator serves as the Department's expert on reasonable accommodation and FMLA and when necessary attends appeal hearings to defend the Department at the State Personnel Board. The RA/FMLA Coordinator independently reviews existing laws, rules, statutes and regulations, and case law pertaining to reasonable accommodation and/or FMLA to ensure that the Department's policies are up to date. The RA/FMLA Coordinator communicates with District Offices to gather information, and independently drafts second level appeal responses on behalf of the Deputy Director of Administration.
- 10% The RA/FMLA Coordinator reviews employee requests for reasonable accommodation and physician verification (PMS 0018 and 0019), and the supervisor's response for completeness and inputs relevant information into the Reasonable Accommodation database. Generates historical and statistical data reports based on information captured in database as requested by management and/or needed for audit inquiries. The RA/FMLA Coordinator is responsible for maintaining the database, including verifying that the appropriate security clearances/authorizations are in place for users of the system. Any security breach of the database must be reported immediately to the Office Chief, Assistant Division Chief, and the Division Chief of Human Resources.

Marginal Tasks

- 5% The RA/FMLA Coordinator is responsible for maintaining files and compiling and analyzing statistical data related to RA/FMLA, as requested. The RA/FMLA Coordinator is expected to provide coverage within the unit as needed, and may assist on special projects/assignments and complete other duties as assigned.

SUPERVISION EXERCISED

None; however, may serve in a lead worker capacity over other DHR staff, providing guidance and reviewing work.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

The RA/FMLA Coordinator is knowledgeable and able to independently interpret and apply all laws, rules, policies, and practices related to personnel operations in State government, including but not limited to the Americans with Disabilities Act (ADA), Family Medical Leave Act (FMLA) and California Family Rights Act (CFRA), Reasonable Accommodation, Fair Employment and Housing Authority (FEHA), and the Equal Employment Opportunity Commission (EEOC). The RA/FMLA Coordinator must be familiar with and have knowledge of Caltrans mission and goals, policies and procedures, and be able to apply the personnel management program needed to accomplish them. The RA/FMLA Coordinator must be able to reason logically, use analytical and research techniques to solve difficult personnel problems, use good judgment, work independently, and be able to draw valid conclusions and make recommendations for the appropriate course of action. Additionally, s/he must be able to express ideas and present information clearly and logically, both orally and in writing to managers, supervisors, and employees.

The RA/FMLA Coordinator must have knowledge of various computer applications such as Word, Excel, Powerpoint, email (Outlook) and the Internet, and must be able to give oral presentations to groups of various sizes and at various levels of within the Department. The RA/FMLA Coordinator will be expected to review and evaluate all requests from managers and supervisors, and develop technically sound alternatives that may include developing new approaches and organizational changes or revisions. S/he must be able to provide thorough and completed staff work on personnel related issues and meet the needs of the operational units.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

The RA/FMLA Coordinator makes independent decisions that may be sensitive in nature and, if necessary, require discussion with the supervisor. Poor decisions could result in the failure to properly resolve employee issues, inappropriate action(s) being taken against an employee, financial liability and/or discredit to the department. The RA/FMLA Coordinator must be able to act responsibly and research existing policies and rules prior to making any recommendation(s) on how to handle any specific issue.

The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employees' confidential information may damage the Division of Human Resources (DHR) reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

PUBLIC AND INTERNAL CONTACTS

The RA/FMLA Coordinator confers with all levels of management and staff in Caltrans and with employee representatives (e.g., union representatives, personal attorneys, etc) in his/her daily activities. They also consult with staff from various control agencies for guidance and assistance.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

May be required to sit for prolonged periods of time, use a computer keyboard and monitor, and be able to develop cooperative working relationships with all customers. The incumbent may be required to move large or cumbersome manuals and/or equipment from one location to another, including training materials and/or handouts. Must be able to attend off-site meetings regularly and must be able to travel throughout the state as needed.

Sustained mental activity will be required for problem solving, analysis and reasoning. Ability to recognize emotionally charged issues or problems and able to respond appropriately to difficult situations. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects on short notice.

Analysts interact with the public and employees at all levels within the Department and other agencies. This interaction requires the ability to develop and maintain cooperative working relationships with individuals of diverse cultural backgrounds.

WORK ENVIRONMENT

While at their base of operation, employees will work in a climate-controlled office at workstations within cubicles under artificial lighting. Incumbent may also be required to travel throughout to individual District Offices and work outdoors where s/he may be exposed to dirt, noise, uneven surfaces, and/or extreme cold or heat.

I have read, understand and can perform the duties listed above. If you believe you may require accommodation, please discuss this with the hiring supervisor.

Employee

Date

I have discussed and provided a copy of this duty statement to the employee named above.

Supervisor

Date